

Formal Complaint Form

Where it has not been possible to resolve matters to your satisfaction under Stage 1 [informal], you should complete this Formal Complaint Form. Please complete the form, outlining your concerns as clearly and in as much detail as you can. Please include your name and address, dates, locations and witnesses as appropriate.

Please submit this completed form to the Customer Experience Team by email to: complaints@sthelens.ac.uk or via College reception.

Personal Details

Title:	Surname:	Forenames:
Address:		
Date of Birth:		Telephone:
Email:		

Complainant's Representative. If this form is being completed on behalf of a complainant, please provide full contact details for the complainant's representative here:

Title:	Surname:	Forenames:
Address:		
Email:		Telephone:

Course Information

What course are you on?

Which campus do you attend?

- | | | |
|---|---|--|
| <input type="checkbox"/> St Helens Town Centre Campus | <input type="checkbox"/> STEM Centre, Technology Campus | <input type="checkbox"/> Stockbridge Lane Campus, Knowsley |
| <input type="checkbox"/> IAMTech Campus, Knowsley | <input type="checkbox"/> Kirkby Campus, Knowsley | |

I would describe myself as:

- | | | |
|--|-----------------------------------|---|
| <input type="checkbox"/> Applicant | <input type="checkbox"/> Student | <input type="checkbox"/> Apprentice |
| <input type="checkbox"/> Parent of a student aged under 18 years old | <input type="checkbox"/> Employer | <input type="checkbox"/> Member of General Public |

Stage 1 - Informal Complaint Outcome

Please outline any previous unsuccessful attempts at resolution. What was the outcome of Stage 1 of the complaints process? Why are you not satisfied with this outcome? When did Stage 1 end? Who did you contact about your complaint and what did they do?

Complaint

What is the nature of the complaint?

Please set out your complaint clearly and concisely. Where relevant, please provide any evidence. If necessary, please continue your complaint on a separate sheet.

How would you like your complaint to be resolved?

Date Formal Complaint raised:

What is your preferred method of contact for the response to your complaint?

☐ Phone

☐ Email

☐ Post

Monitoring

Please indicate the ethnic group to which you belong:

White

- ☐ British
☐ Irish
☐ Gypsy/Irish Traveller
☐ Any other

Mixed/multi ethnic groups

- ☐ White & Black Caribbean
☐ White & Black African
☐ White & Asian
☐ Any other

Asian/Asian British

- ☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Chinese
☐ Any other

Black/Black British

- ☐ African
☐ Caribbean
☐ Any other

Other background

- ☐ Arab
☐ Any other

Equality Act 2010 - Protected Characteristics. Is it your belief that the complaint relates to any of the following?

☐ Race

☐ Sex

☐ Disability

☐ Age

The personal information you provide here, will not be shared with any third party company. It will solely be used for the processing of, and response to, your complaint.

Further information about how we handle your personal information can be found on our College website at www.sthelens.ac.uk/privacy-policy

For assistance in completing this form or, for advice, support or assistance during the complaint process, please contact College reception services either in person, by telephone on 01744 733766, or via email: enquire@sthelens.ac.uk